



Catering by Urban Graze; Terms & Conditions

Catering Quote & Payment Terms:

A catering quote will be provided by *Urban Graze (UG)* and once the event is confirmed a 25% deposit is due based on estimated guest numbers. This deposit will secure the *Client's* event date and services from *UG*. *UG* needs confirmation of guest numbers 10 days prior to the event and in the event the numbers decrease after that time period, the client will still pay the full amount due. Should numbers increase *UG* will endeavour to provide for the increase and the final invoice will be adjusted accordingly. The remainder of the payment owing is payable in full on the day of the event. This may be done by paying *UG* chef in the form of cash, direct transfer (ETF) or by credit card using our secure payment page online.

Kids & Pets:

It is the *Client's* responsibility to ensure children and guests are kept away from any hot or potentially dangerous equipment, including chef equipment. *UG* cannot take any responsibility for any damage to property or persons caused by non compliance. Pets and other animals must be prevented from entering any area where food is being prepared or served to meet food hygiene and safety requirements.

If children are to be included in the catered event, *UG* will provide a special children's menu at the approval of the *Client*. If the *Client* chooses, they may provide their own food for the children provided it is not prepared in the kitchen area where *UG* staff are working.

Breakages & Loss:

Clients are responsible for any costs associated with loss, theft, damage or breakages of *UG* equipment on loan and in use at functions or any rental equipment hired by *UG*. Loss, theft, damages and breakages will be chargeable to the *Client* for full replacement value. On the rare occasion *UG* staff may inadvertently pack up a piece of equipment that belongs to the *Client* or leave a piece of *UG* equipment behind. We will endeavour to return that product as soon as possible and we would appreciate notification if we have left an item behind. *UG* will organise a mutual time to pick up the item.

Menu:

Whilst every effort will be made to produce the exact menu agreed, *UG* reserves the right to alter a particular ingredient or item on the menu if it is not available and replace it with a suitable alternative. Many dishes contain dairy and nut products, on request *UG* will inform the *Client* of these ingredients, however, *UG* cannot guarantee that other dishes will not contain traces of these products as we do not work in a nut free kitchen.

No other food will be on site whilst *UG* is catering the event. This includes handmade desserts, biscuits, cheese, fruit platters, hors d'oeuvres, etc. Nibbles such as chips or roast nuts are fine as they are low risk items. If you need to clarify this clause, please contact *UG*. Buying a cake from an outside source is allowed and encouraged. The reason for this is that if there is an issue with food poisoning, which fortunately has never



happened; it can be traced more easily. We also won't be responsible for homemade foods not made by us as guests assume *UG* has made the item.

Staff:

Staff are to be paid in cash on the day of the event directly. Cash in envelopes would be the most appropriate form.

Cancellation:

In the instance that you need to cancel your event, the following conditions will apply:

- All cancellations must be made by telephone, in the first instance and then confirmed in writing or by email.
- If the *Client* shall cancel or be deemed to cancel the event within one calendar month prior to the event date specified in the quotation, then the *Client* shall be liable to pay 50% of the total costs, credit being given for deposit paid on confirmation of the booking.
- If the *Client* shall cancel or be deemed to cancel the event less than 10 days prior to the event date specified in the quotation, then the *Client* shall remain liable to pay 100% of the total costs credit being given for deposit paid on confirmation of the booking.
- Where circumstances beyond *Urban Graze's* control prevent us from fulfilling any obligations, *Urban Graze* will, by notice in writing to the *Client*, terminate the contract and return to the *Client* any balance of the payment on account remaining after settlement of all or any costs, expenses or liabilities howsoever incurred in respect of the proposed provision of the services.

Please sign and date the terms and conditions and return to *Urban Graze* along with the deposit to confirm your booking. By signing this document you are agreeing to the terms and conditions of using the catering services of *Urban Graze*.

Name _____

Date _____